

DOMESTIC VIOLENCE RESOURCE OFFICER

GENERAL DEFINITION OF WORK:

FLSA Status: Exempt

Performs intermediate paraprofessional protective services work assisting victims of domestic violence; does related work as required. Work is performed under regular supervision.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Assisting victims of domestic violence; determining needs; referring victims to proper agency; maintaining records and files; preparing reports.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Provides advocacy and support to victims of domestic abuse, sexual assault and stalking; communicates with victims in person, by telephone and/or by mail and answers any questions/concerns; accompanies victims to court to provide support and advocacy; provides resource information to law enforcement personnel.
- Refers victims to resources providing services such as shelters, food pantries, legal aid, child care, education, financial aid, medical care, and life skills; refers victims to support groups sponsored by local battered women's shelter; maintains contact with agencies regarding case status of victims and to make referrals.
- Assists victims in obtaining and completing petitions for permanent protective orders, no trespass notices and criminal complaints; attends Juvenile Court and Domestic Relations Court during hearings to provide support and advocacy to victims and to maintain statistics on court dispositions.
- Provides cellular telephones to victims for direct access to Emergency 911 personnel.
- Maintains files for each primary victim of all resources referred; maintains and summarizes handwritten records for each primary victim of all verbal contact, all court data and all protective order information.
- Compiles, manages, and tracks statistical data and metrics; maintains database of demographical and statistical data; evaluates data from reports and incorporates into statistical reporting; analyzes data and identifies trends; provides results of metric data to higher authorities.
- Completes a variety of studies, surveys, or statistical reports for local/state agencies.
- Develops public information materials, educational materials, and pamphlets relating to domestic violence; prepares information cards and/or lists of resource agencies and telephone numbers; distributes information/materials to victims and the public; distributes cards with contact numbers to give victim information and referral, victim's rights and crisis intervention.
- Provides information to the media regarding resources available to victims of domestic violence in the County.
- Attends various meetings and represents the agency with various boards, committees, or community organizations.
- May be required to work outside normal work hours in an on-call status.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of interviewing techniques and human behavior; thorough knowledge of the practices and techniques involved in counseling and crisis intervention; general knowledge of the criminal justice system; general knowledge of legal office procedures, practices and methods; ability to communicate ideas effectively, both orally and in writing; ability to prepare reports; ability to establish and maintain effective working relationships with victims, court officials, state and local law enforcement officials and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from an accredited community college with major course work in social services or related field and some experience working with the general public within the criminal justice system.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching and fingering; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.